

MetroMedicalOrder.com

Security upgrade

On **Sunday, June 21**, we will be implementing an enhanced security standard that ensures user authentication and will also allow for self-service password reset. You will be asked to provide the information required for these upgrades through a one-time registration process on metromedicalorder.com, beginning with your first login to the ordering website on June 21 or afterward. Additionally, **please note that the username you currently use to log on to metromedicalorder.com will convert to your email address as part of the registration process, beginning June 21.**

Updating your password:

https://ibstaging.metromedical.com/account/sso/register.aspx

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ANY ALL EXACT

Update Your Account

Hi demo, we are upgrading the security of your account. Metro Medical now enforces password complexity requirements as well as a password recovery question.

Password Confirm Password

- Must be at least 8 characters
- Not a commonly used password
- Must contain 1 or more numbers
- Must contain upper and lowercase letters

Password Recovery Question

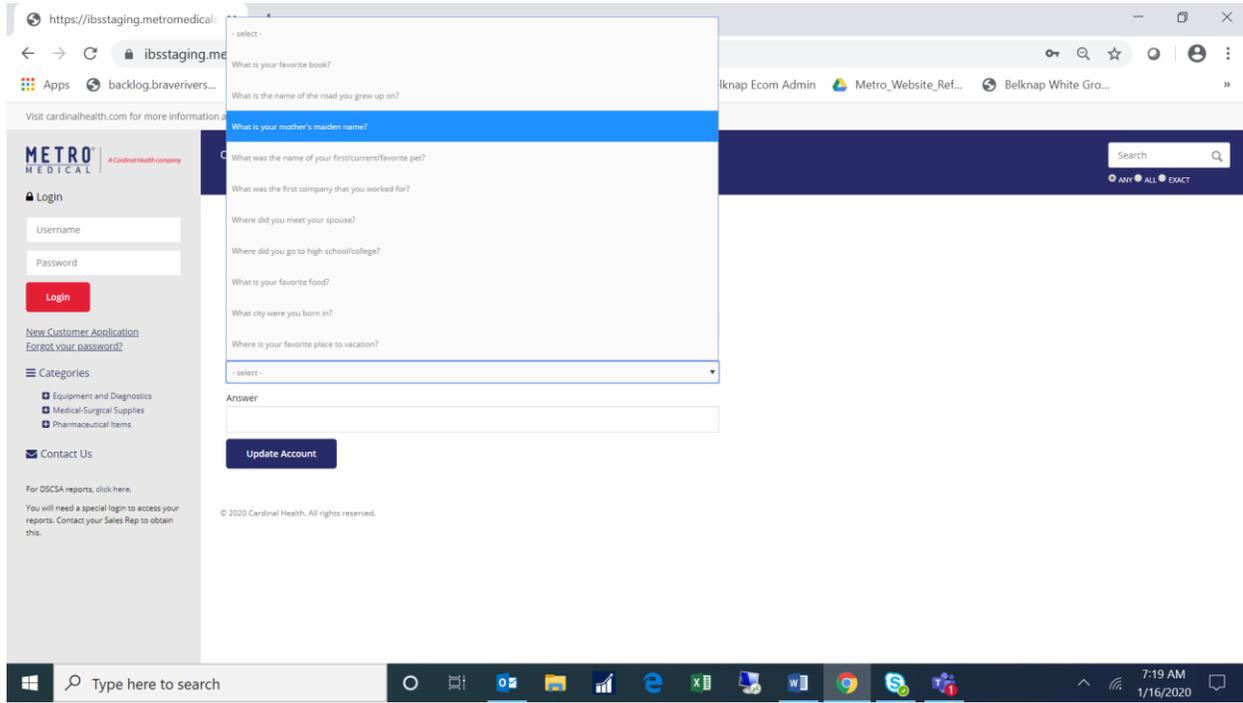
Answer

Update Account

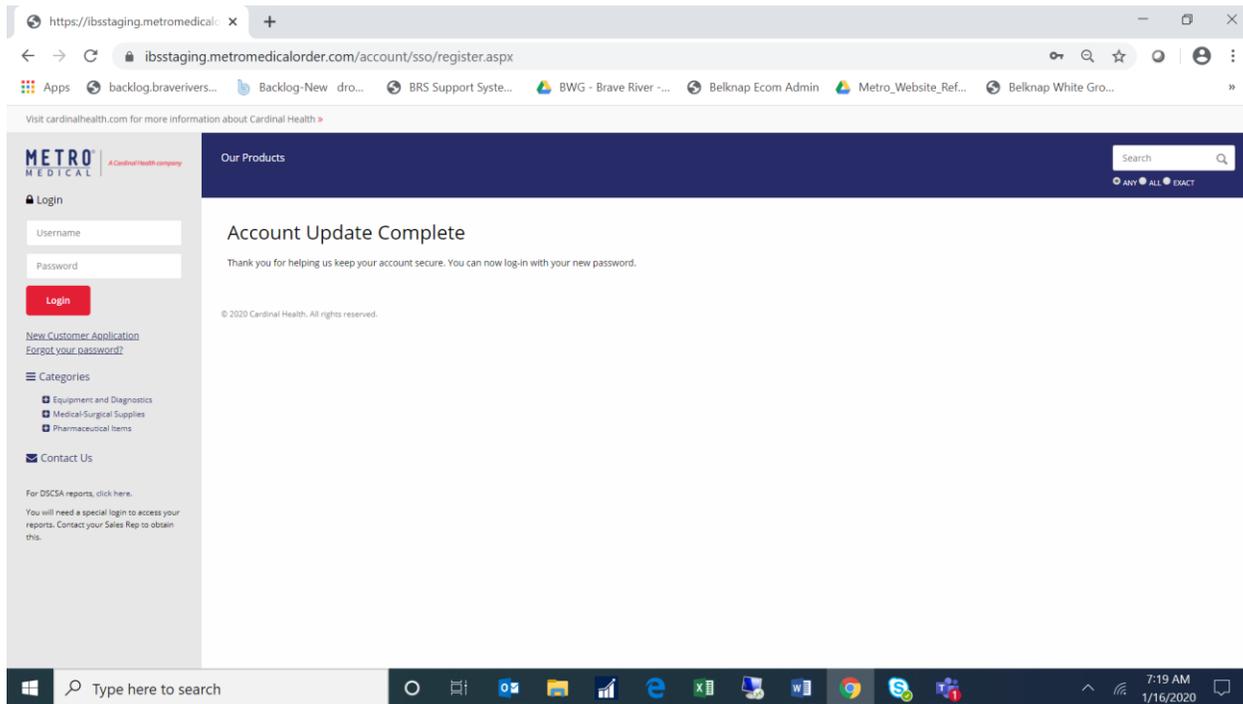
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You will be prompted to update your password and select a password recovery question. You will need to select a password that meets the criteria listed. As you enter your password, the password requirements will turn green if it meets the criteria.

Select a password recovery question from the list and enter the answer. Click Update Account to proceed.



When you have successfully registered, you will see a confirmation screen. You may now log in using your new username and password.



Managing your account

You will be able to manage the following:

- First and last names of users
- Alternate email addresses
- Password
- Security Questions

Click on Account from the left-hand navigation menu to update and manage your account.

The screenshot shows a web browser window displaying the account management page for Metro Medical. The browser address bar shows the URL <https://ibsstaging.metromedicalorder.com/account/>. The page header includes the Metro Medical logo, a navigation menu with links for Home, Our Products, Online Payments, Reporting, (0) Cart Empty, and Order History, and a search bar. The main content area is titled "Account Information" and contains three sections: "My Profile - User Details", "Account Login", and "Recovery Question".

My Profile - User Details

Name:	Dwight Rogers
Email Address:	demo02@braveriver.com
Order Confirmation Email:	drogers@braveriver.com
AR Payment Confirmation Email:	drogers@braveriver.com

[Edit](#)

Account Login

demo02

Password: *****

[Change Password](#)

Recovery Question

What is your mother's maiden name?

Answer: *****

[Change Recovery Question](#)

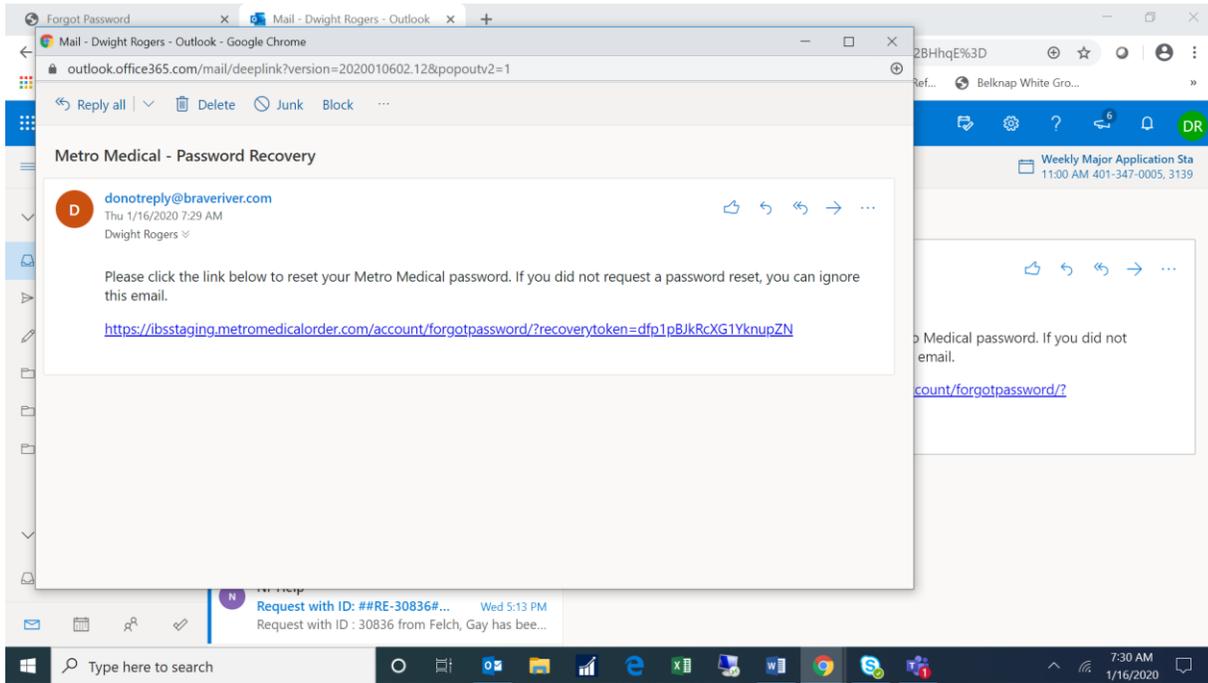
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Password reset

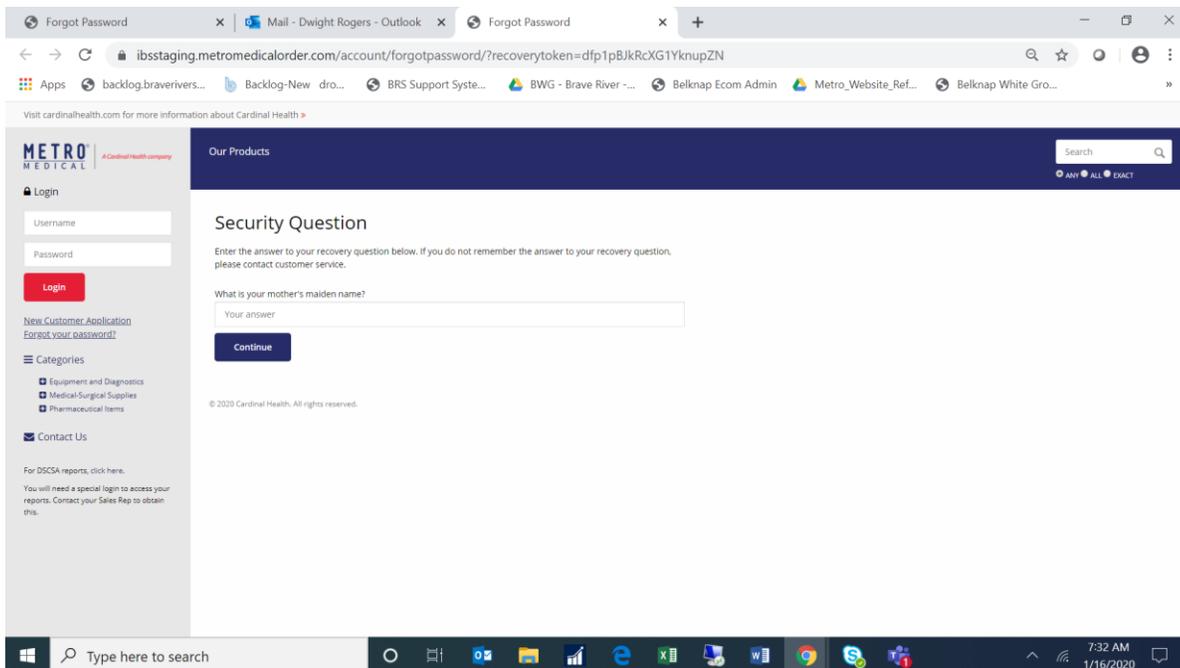
You will now be able to reset your password via the website.

To initiate this process, click on the Forgot Password link in the left-hand navigation menu.

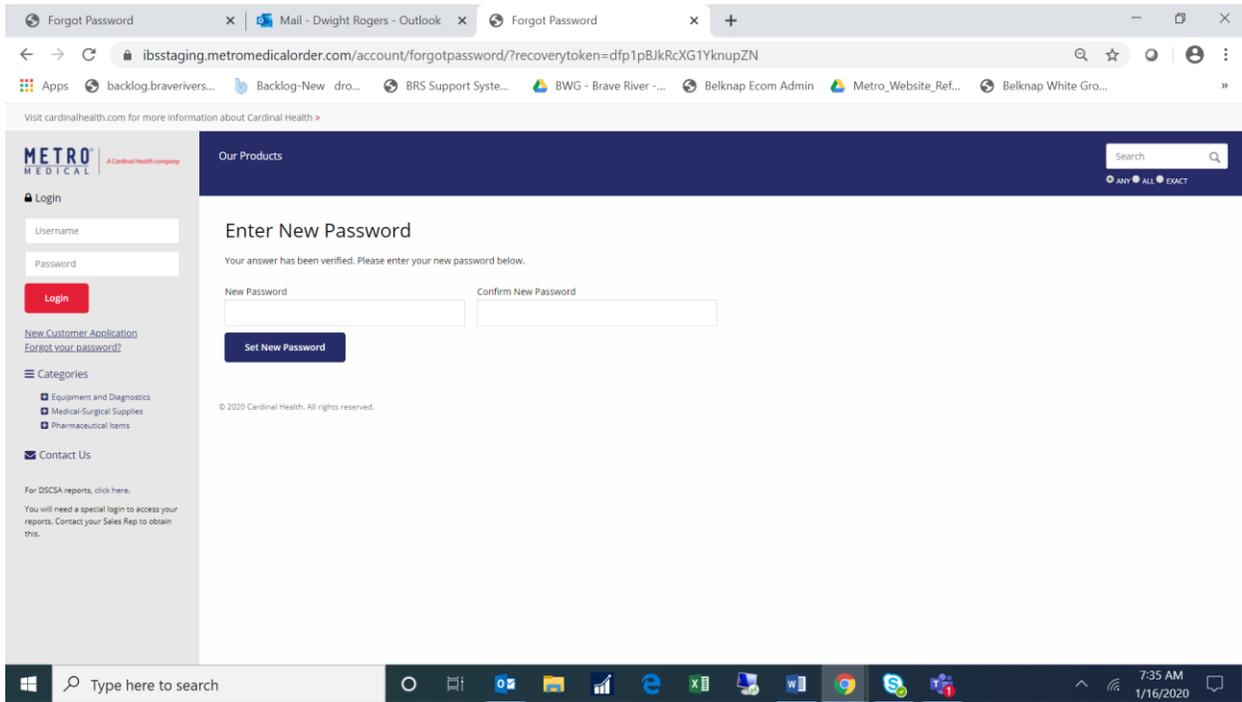
You will receive an email with a link to reset your password.



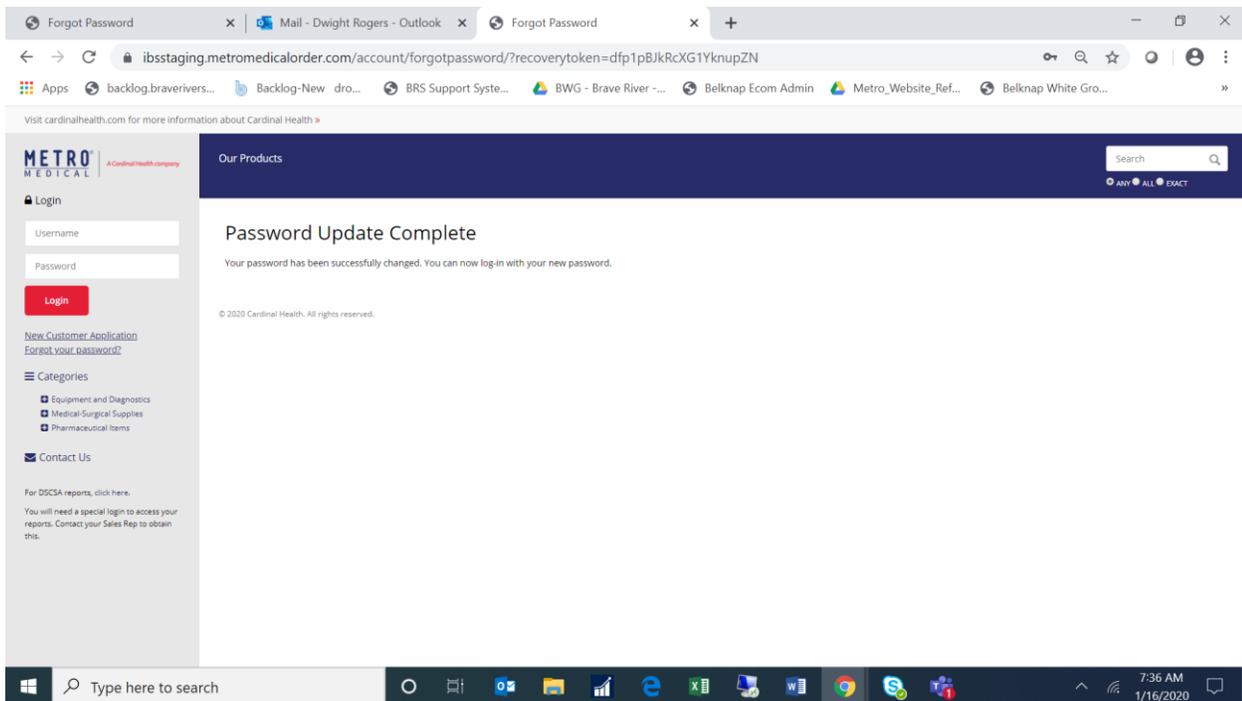
You will be prompted to answer your security question.



Once you have correctly answered your security question, you will be prompted to select a new password.



After you have successfully entered your new password, you will see a confirmation screen.



Our Customer Service team will be available at **800.768.2002** to address any questions and provide support during the registration process.

As always, we appreciate your business and thank you for choosing Metro Medical as your partner in care.